

PARTNER PULSE



MCUL partners continue to expand offerings focused on digital engagement, lending innovation, fraud mitigation and operational efficiency. As you consider partnerships in 2026, please reach out to your league representative for recommendations and resources.

THE FUTURE OF FINANCIAL INSTITUTION WEBSITES: AI + PLATFORM



Navari has published a new white paper, The Future of Financial Institution Websites: AI + Platform. It examines what AI does well in website development, where it introduces compliance and security risk for regulated institutions, and the model that balances speed with governance. Useful reading for any credit union planning website work in the year ahead.



[Read More](#)



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AUGUST WEBINAR RESOURCES



Creating Your Website Roadmap for 2027

Thursday, August 20 @ 3 pm ET:

Aligning budget, strategy, and digital experience goals.

A new website is one of the most significant digital investments a credit union can make. From design and content migration to hosting, security, and ongoing support, costs can add up quickly when planning starts too late. This webinar will give financial institution leaders a roadmap for scoping, prioritizing, and budgeting for a successful website project in 2027.



[Register Here](#)

Member Experience Insights for Credit Unions Under \$250 Million in Assets

Tuesday, August 25 @ 3 pm ET:

Understanding your members shouldn't require enterprise-level resources or a large budget.

Join Navari for a live demonstration of MemberXP, our member experience solution designed to help credit unions gather meaningful feedback, strengthen relationships, and enhance the member experience. You'll also learn about special pricing available to qualifying credit unions under \$250 million in assets, making it easier to access the member insights needed to drive continuous improvement and long-term growth.



[Register Here](#)

NEW MCUL PARTNER: RIPPleshOT HELPS CREDIT UNIONS STOP CARD FRAUD BEFORE LOSSES OCCUR



MCUL is proud to welcome **Rippleshot** as our newest Strategic Partner, bringing Michigan credit unions access to a powerful **fraud prevention solution** designed to help detect and stop payment card fraud before it spreads.

Thank you to everyone who joined MCUL and Rippleshot for our recent webinar introducing this new Strategic Partnership. During the session, attendees learned how Rippleshot's Fraud Interceptor® uses artificial intelligence, machine learning, advanced analytics, and consortium intelligence to help credit unions identify compromised merchants, pinpoint at-risk cards, reduce unnecessary card reissuance, and strengthen fraud prevention efforts. If you were unable to attend or would like to revisit the discussion, you can watch the webinar recording by clicking the link below.



[Watch Here](#)

Passcode: xy4K.aL6

UPDATE & RESOURCES: TRUSTAGE CYBERSECURITY INCIDENT

TruStage continues to work through its cybersecurity incident and has shared that it activated its incident response plan immediately, engaged cybersecurity experts and regulators, and is carefully restoring systems and services. Because the review remains ongoing, details about the scope of the incident and any potentially affected data remain limited.

At MCUL, we can only communicate information that has been publicly shared by TruStage. We are not privy to information beyond what TruStage is providing directly to its customers and partners. Our focus remains on supporting credit unions, sharing questions and concerns with TruStage, and reinforcing the importance of protecting member information.

To help credit unions stay informed, MCUL has assembled a resource hub with access to:

- TruStage incident updates
- Consumer information and FAQs
- Claims submission resources
- Partner question submission forms

As always, remain vigilant for potential fraud attempts related to this incident, ensure TruStage communications are not being blocked by your systems, and share consumer guidance with members as appropriate.

For the most current information, please refer to the resources linked above, as those channels will have the latest updates available. MCUL will continue to share information, as appropriate, based on updates provided by TruStage.



[MCUL TruStage Cyber Incident Resource Hub](#)



[TruStage Incident Updates](#)



[Consumer Information & FAQs](#)



[Partner Question Submission](#)



[Claims Submission](#)

REGISTRATION OPEN FOR ELEVATE 2026

SCIENaPTIC



Gaylord Opryland
Resort and
Convention Center,
Nashville, TN

Register now!

ELEVATE 2026, **September 16-18** at the Gaylord Opryland Resort in Nashville, a conference built for credit union leaders navigating AI right now.

Imagine stopping fraud before it lands. Reaching members with the right offer before they go looking elsewhere. Delivering the kind of personalized experience that no bank can replicate, because only a credit union is built for it.

That's not a distant possibility. It's what the leaders in this room are already building toward. Put together by Scienaptic AI, a valued partner of ours, ELEVATE is designed to show you how.

 [Register Here](#)

**CAPTURING, SHARING, AND MAINTAINING TRUSTED SOP'S
IN MINUTES, NOT HOURS.**



ScreenSteps' CEO, Greg DeVore, joined Mike Lawson from the CUBroadcast show at the EDGE Tech Conference to discuss how credit unions are streamlining employee training and member interactions through AI-driven decision trees and checklists.

Greg and Mike explored:

- How credit unions are capturing and sharing operational knowledge more effectively than ever before
- Different use cases across an organization where better Knowledge Operations matter
- Real examples of credit union transformations, including how one credit union cut teller training from one year to one month

 [Watch Here](#)

OUR TEAM



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